

**PUBLIC WORKS DEPARTMENT**

**REQUEST FOR PROPOSAL  
FOR PROFESSIONAL SERVICES**

**Security Services at the Santa Clara Convention Center Complex (MD #183)**

**PROPOSAL SUBMITTAL DEADLINE:**

**DATE:** Friday April 14<sup>th</sup>, 2017

**TIME:** 3:00 PM

**LOCATION:** ORCHARD COMMERCIAL, INC.

2055 LAURELWOOD ROAD, SUITE 130 SANTA CLARA, CA 95054

**PRE-PROPOSAL MEETING:** Friday April 7<sup>th</sup>, 2017

**PROJECT MANAGER:** Margaret Hardy, Property Manager, Orchard Commercial, Inc.  
& Ken Winland, Building Maintenance Manager, Public Works Department, City of Santa Clara.

**CITY OF SANTA CLARA  
PUBLIC WORKS DEPARTMENT  
1500 WARBURTON AVENUE  
SANTA CLARA, CA 95050  
(408) 615-2241**

# **REQUEST FOR PROPOSAL FOR PROFESSIONAL SERVICES**

## **TITLE: Security Services**

### **1. INTRODUCTION**

The City of Santa Clara is seeking proposals from qualified firms to provide Security Services at the Santa Clara Convention Center Complex (MD #183). (see Scope of Services)

Minimum requirements of Firms and a detailed description of required services are included in Attachment A-Scope of Services.

### **2. ATTACHMENTS**

The attachments below are included with this Request for Proposals (“RFP”). The items identified with an asterisk (\*) must be completed, signed by the appropriate representative of the company, and returned with the submittal.

Attachment A – Scope of Work/Services\*  
Attachment B – Proposer’s Information Form\*  
Attachment C – Certification of Non-Discrimination\*  
Attachment D – Agreement for Services  
Attachment E – Cost Proposal Format\*  
Attachment F – Insurance Requirements  
Attachment G – Santa Clara Ethical Standards  
Attachment H – Affidavit of Compliance with Ethical Standards\*

### **3. INSTRUCTIONS TO PROPOSERS**

#### **3.1. Pre-proposal Conference.**

There is a pre-proposal conference scheduled for this solicitation on **Friday April 7<sup>th</sup>, 2017, 11am** at the **Santa Clara Convention Center, room 201, 5001 Great America Parkway, Santa Clara CA 95054**. For further information, please call or email: Margaret Hardy, Property Manager, Orchard Commercial, Inc.

#### **3.2. Examination of Proposal Documents.**

The submission of a proposal shall be deemed a representation and certification by the Proposer that they:

- 3.2.1. Have carefully read and fully understand the information that was provided by the City to serve as the basis for submission of this proposal.
- 3.2.2. Have the capability to successfully undertake and complete the responsibilities and obligations of the proposal being submitted.
- 3.2.3. Represent that all information contained in the proposal is true and correct.
- 3.2.4. Did not, in any way, collude; conspire to agree, directly or indirectly, with any person, firm, corporation or other Proposer in regard to the amount, terms or conditions of this proposal.
- 3.2.5. Acknowledge that the City has the right to make any inquiry it deems appropriate

to substantiate or supplement information supplied by Proposer, and Proposer hereby grants the City permission to make these inquiries, and to provide any and all related documentation in a timely manner.

No request for modification of the proposal shall be considered after its submission on grounds that Proposer was not fully informed of any fact or condition.

### 3.3. Questions.

Any questions by the Proposer regarding this RFP or the project must be put in writing and received **by email** at the City no later than 12:00 p.m. on **Friday April 10<sup>th</sup>, 2017.** Correspondence shall be addressed to:

Project Manager: **Margaret Hardy**  
Company: **Orchard Commercial, Inc.**  
Address: **2055 Laurelwood Road, Suite 130**  
City, State, Zip: **Santa Clara, CA 95054**  
Phone: **(408) 955-1451**  
Email: **mhardy@OrchardCommercial.com**

The City shall not be responsible for nor be bound by any oral instructions, interpretations or explanations issued by the City or its representatives.

Responses from the City to questions by any Proposer will be communicated in writing to all recipients of this RFP. Recipients of the RFP are posted at City Hall. For more information contact the Public Works Department prior to deadline for questions. Questions received after the date and time stated above will not be accepted, and will be returned to senders without response.

### 3.4. Addenda.

Any addenda issued by City shall be in writing, shall become a part of this RFP, and shall be acknowledged and responded to by Proposer.

### 3.5. Submission of Proposals.

All proposals shall be submitted in hard copy format to:

**Margaret Hardy, RPA**  
**Property Manager**  
**ORCHARD COMMERCIAL, INC.**  
**2055 Laurelwood Road, Suite 130**  
**Santa Clara, CA 95054**  
**(408) 955-1451 Office**  
**mhardy@OrchardCommercial.com**

Please note that faxes, electronic submissions, or any media other than hard copies are not acceptable.

Proposals must be delivered to Orchard Commercial, Inc., no later than **Friday April 14<sup>th</sup>, 2017.** 3pm as determined by the clock in the Orchard Commercial, Inc. Offices.

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The Proposer shall submit Three (3) copies of its proposal in a sealed envelope, including one (1) original, clearly marked “Original”, addressed as noted above, bearing the Proposer’s name and address clearly marked: **“RFP Security Services, Santa Clara Convention Center Complex (MD #183)”**

### 3.6. Withdrawal of Proposals.

A Proposer may withdraw its proposal at any time before the expiration of the time for submission of proposals as provided in the RFP by delivering a written request for withdrawal signed by, or on behalf of, the Proposer.

## 4. **RIGHTS OF THE CITY OF SANTA CLARA**

This RFP does not commit the City to enter into a contract, nor does it obligate the City to pay for any costs incurred in preparation and submission of proposals or in anticipation of a contract. The City reserves the right to:

- Make the selection based on its sole discretion;
- Reject any and all proposals;
- Issue subsequent Requests for Proposals;
- Postpone opening proposals for its own convenience;
- Remedy errors in the Request for Proposals process;
- Approve or disapprove the use of particular sub-Contractors;
- Negotiate with any, all or none of the Proposers;
- Accept other than the lowest offer;
- Waive informalities and irregularities in the Proposals; and/or
- Enter into an agreement with another Proposer in the event the originally selected Proposer defaults or fails to execute an agreement with the City.

An agreement shall not be binding or valid with the City unless and until it is approved by the City Council, if so required, and executed by authorized representatives of the City and of the Proposer.

## 5. **RFP TIMELINE**

The City has a very time sensitive process. Cooperation and timely response from bidders is essential to the process and schedule. Timeline is as follows:

RFP issued	March 31st
Pre-proposal Conference	April 7 <sup>th</sup> , 2017
Deadline for questions, clarifications	April 10 <sup>th</sup> , 2017
Proposals submitted by	April 14 <sup>th</sup> , 2017
Maintenance District evaluates proposals	Week of April 17 <sup>th</sup> , 2017
Maintenance District interviews proposers	Week of April 17 <sup>th</sup> , 2017
Maintenance District selects successful proposal(s)	Week of April 24 <sup>th</sup> , 2017
Draft Agreement, Insurance, CAO Review	Early May, 2017
City Council award of contract(s).	May or June, 2017

The City reserves the right to add, remove or combine steps in the timeline, and/or compress or extend the timeline as the City, in its sole discretion, sees fit.

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## **6. INFORMATION TO BE SUBMITTED**

These guidelines govern the format and content of the proposal, and the approach to be used in its development and presentation. The intent of the RFP is to encourage responses that clearly communicate the Proposer's understanding of the City's requirements and its approach to successfully provide the products and/or services on time and within budget. Only that information which is essential to an understanding and evaluation of the proposal should be submitted. Items not related to the RFP and proposal, e.g., generalized brochures, marketing material, etc., will not be considered in the evaluation and should not be submitted.

All proposals must address the following items, in the order listed below, and shall be numbered 1 through 8 in the proposal document. Please include a Table of Contents preceding the Chapters.

### **Chapter 1 – Proposal Executive Summary.** (3 pages maximum)

This Chapter shall discuss the highlights, key features and distinguishing points of the Proposal. A separate sheet shall include a "Proposal Contact List" naming individuals, their complete contact information for this Proposal, and how to communicate with them. Limit this Chapter to a total of three (3) pages, including the separate one (1) page Proposal Contact List sheet.

### **Chapter 2 – Profile of the Proposing Firm(s).** (1 page maximum)

This Chapter shall include a brief description of the Prime Proposer's firm, including: the firm's name, address, phone number, email address and primary contact person; a brief history of the firm, including the current permanent staff size as well as local organizational structure; and, a discussion of the firm's financial stability, capacity and resources.

Additionally, this section shall include a listing of any claim, lawsuit or litigation and the result of that action resulting from (a) any public project undertaken by the Proposer either as a contractor or subcontractor or by its subcontractors where litigation is still pending or has occurred within the last five years, or (b) any type of project where claims or settlements were paid by the Contractor or its insurers within the last five (5) years.

### **Chapter 3 – Qualifications of the Firm.** (2 pages maximum)

This Chapter shall include a brief description of the Proposer's qualifications and previous experience supplying like services and/or equipment to similar public agencies. Include all relevant areas of expertise, the scope of services provided, and relevant experience, including a brief description of each project, role of professional for that project and date completed. Include: the product(s)/deliverable(s) provided; the total project cost; the period over which the project was completed; the name, title, phone number and email address of the clients to be contacted for reference; and, a brief statement of the firm's adherence to the schedule and budget for each project. At least five (5) references from clients with similar projects must be submitted along with the names, telephone numbers, and email addresses of contact persons.

### **Chapter 4 –Product Description, Work Plan or Proposal.** (3 pages maximum)

This Chapter shall present a well-articulated service plan. Include a full description of the

scope of work, major services/deliverables provided, including tasks and subtasks. This section of the proposal shall establish that the Proposer understands the City's objectives and work requirements, and the Proposer's ability to satisfy those objectives and requirements. Succinctly describe the proposed approach for addressing the required services, providing the required product and the firm's ability to meet the City's schedule, outlining the approach that would be undertaken in providing the requested services. Describe the project understanding, detailed project approach and methodology. List specific proposed services, the product(s)/deliverable(s) provided, anticipated review/approvals, meeting dates, support and training services to be provided.

**Chapter 5 – Project Schedule.** (2 pages maximum)

This Chapter shall include a projected timeline for completing the project, including the start date, order dates, provision of requested services, delivery time, (installation and training if part of the scope of work), and shall indicate timeline required by the Proposer to provide requested services from date the order is received. This may be on legal size paper.

**Chapter 6 – Project Staffing.** (1 page maximum)

This Chapter shall discuss how the Proposer would staff this project. Key contact personnel will be an important factor considered by the review committee. Changes in key personnel may be cause for rejection of the proposal. Include proposed project management structure, including identification of the project Contractor and individuals that will be assigned to the project.

**Chapter 7 – Proposal Exceptions.**

This Chapter shall discuss any exceptions or requested changes that Proposer has to the City's RFP conditions, requirements and agreement. If there are no exceptions noted, it is assumed the Proposer will accept all conditions and requirements identified in Attachment D – "Agreement for Services." Items not excepted will not be open to later negotiation.

**Chapter 8 – Proposal Costs Sheet and Rates.** (2 page maximum)

This Chapter shall include the proposed costs to provide the services desired. Include any cost and price information, plus a not-to-exceed amount, that would be contained in a potential agreement with the City. The hourly rates may be used for pricing the cost of additional services outlined in the Scope of Work. The cost of the project, including the total hours and hourly rates by staff classification, and the resulting all-inclusive fee for the project must be included. Fees must include all anticipated costs, including travel, per diem, and out of pocket expenses. Please note the City of Santa Clara does not pay for services before it receives them. Therefore, do not propose contract terms that call for upfront payments or deposits.

## **7. CONTRACT TYPE AND METHOD OF PAYMENT**

It is anticipated that the agreement resulting from this RFP, if awarded, will be an Agreement for Services. The method of payment to the successful Proposer shall be for services provided based on established rates for services (Weekly Rates, Monthly Rates, etc.) with a maximum "not to exceed" fee as set by the Proposer in the proposal or as negotiated between the Proposer and the City as being the maximum cost to perform all work. This figure shall include direct costs and

overhead, such as, but not limited to, materials, delivery, transportation, communications, and any subcontracted items of work.



Proposers shall be prepared to accept the terms and conditions of the Agreement, including Insurance Requirements in Attachment F. If a Proposer desires to take exception to the Agreement, Proposer shall provide the following information in Chapter 7 of their submittal package. Please include the following:

- Proposer shall clearly identify each proposed change to the Agreement, including all relevant Attachments.
- Proposer shall furnish the reasons for each proposed change, as well as specific recommendations for alternative language.

The above factors will be taken into account in evaluating proposals. Proposals that take exceptions to the proposed Agreement may be determined by the City, at its sole discretion, to be unacceptable and no longer considered for award.

## **8. INSURANCE REQUIREMENTS**

The selected Proposer(s), at Proposer's sole cost and expense and for the full term of the agreement or any extension thereof, shall obtain and maintain, at a minimum, all of the insurance requirements outlined in Attachment F.

All policies, endorsements, certificates and/or binders shall be subject to the approval of the City of Santa Clara as to form and content. These requirements may be subject to amendment or waiver, if so approved in writing by the City of Santa Clara. The selected Proposer agrees to provide the City with a copy of said policies, certificates and/or endorsement upon award of contract.

It is important that Proposer understands that City expects the required insurance and immediate correction of any noted deficiencies. All insurance requirements must be satisfied before an Agreement for Services can be approved. Failure to submit timely insurance or correction may disqualify Proposer from successfully continuing in the contract phase, if selected.

## **9. REVIEW AND SELECTION PROCESS - EVALUATION CRITERIA**

City staff will evaluate the proposals provided in response to this RFP based on the following criteria:

- Quality and completeness of proposal;
- Quality, performance and effectiveness of the solution, goods and/or services to be provided by the Proposer;
- Proposer's experience, including the experience of staff to be assigned to the project, with engagements of similar scope and complexity;
- Cost to the City;
- Proposer's financial stability and length of time in business;
- Proposer's ability to perform the work within the time specified;
- Proposer's prior record of performance with City or others;
- Proposer's ability to provide future records, reports, data and/or services; and
- Proposer's compliance with applicable laws, regulations, policies (including City Council policies), guidelines and orders governing prior or existing contracts performed by the

contractor.

## **10. PUBLIC NATURE OF PROPOSAL MATERIAL**

Responses to this RFP become the exclusive property of the City of Santa Clara. At such time as the City awards a contract, all proposals received in response to this RFP become a matter of public record and shall be regarded as public records, with the exception of those elements in each proposal which are defined by the Proposer as business or trade secrets and plainly marked as "Confidential," "Trade Secret," or "Proprietary." The City shall not in any way be liable or responsible for the disclosure of any such proposal or portions thereof, if they are not plainly marked as "Confidential," "Trade Secret," or "Proprietary," or if disclosure, in the City's sole discretion, is required under the California Public Records Act as addressed below. Any proposal which contains language purporting to render all or significant portions of the proposal "Confidential," "Trade Secret," or "Proprietary" shall be regarded as non-responsive.

Although the California Public Records Act recognizes that certain confidential trade secret information may be protected from disclosure, the City of Santa Clara may determine, in its sole discretion that the information that a Proposer submits is not a trade secret. If a request is made for information marked "Confidential," "Trade Secret," or "Proprietary," the City shall provide the Proposer who submitted the information reasonable notice to allow the Proposer to seek protection from disclosure by a court of competent jurisdiction, at the Proposer's sole expense.

## **11. COLLUSION**

By submitting a proposal, each Proposer represents and warrants that its proposal is genuine and made in the interest of or on behalf of any person not named therein; that the Proposer has not directly induced or solicited any other person to submit a sham proposal or any other person to refrain from submitting a proposal; and, that the Proposer has not in any manner sought collusion to secure any improper advantage over any other person submitting a proposal.

## **12. DISQUALIFICATION**

Factors, such as, but not limited to, any of the following, may disqualify a proposal without further consideration:

- Evidence of collusion, directly or indirectly, among Proposers in regard to the amount, terms or conditions of this proposal;
- Any attempt to improperly influence any member of the evaluation team;
- Existence of any lawsuit, unresolved contractual claim or dispute between Proposer and the City;
- Evidence of incorrect information submitted as part of the proposal;
- Evidence of Proposer's inability to successfully complete the responsibilities and obligations of the proposal; and
- Proposer's default under any previous agreement with the City.

### **13. NON-CONFORMING PROPOSAL**

A proposal shall be prepared and submitted in accordance with the provisions of these RFP instructions and specifications. Any alteration, omission, addition, variance, or limitation of, from or to a proposal may be sufficient grounds for non-acceptance of the proposal, at the sole discretion of the City.

### **14. GRATUITIES**

No person shall offer, give or agree to give any City employee any gratuity, discount or offer of employment in connection with the award of contract by the City. No City employee shall solicit, demand, accept or agree to accept from any other person a gratuity, discount or offer of employment in connection with a City contract.

### **15. FIRMS OR PERSONS NOT ELIGIBLE TO SUBMIT A PROPOSAL**

In order to avoid any conflict of interest or perception of a conflict of interest, Proposer(s) selected to provide professional services under this RFP will be subject to the following requirements:

15.1. The Contractor or other entity who works on the procurement of construction contractors will be precluded from submitting proposals or bids as a prime contractor or subcontractor.

15.2. The Contractor or any other entity who participated in the procurement of construction contractors shall not have a financial, ownership or other interest in any potential Proposer.

### **16. REQUIRED PROPOSAL COMPONENTS**

1. All information set forth in Section 6; and
2. Alternative or additional scope of work items that the Contractor recommends to maximize efficiency of time/effort, the effectiveness of solutions, and reductions in costs.

## **ATTACHMENT A**

### **Scope of Services**

#### **A. Project Description**

The City of Santa Clara is seeking proposals from qualified firms to provide Security Services at the Santa Clara Convention Center Complex (MD #183).

The successful bidder shall provide Orchard Commercial, Inc. the data and information in electronic format(s). A written project summary report will also be required.

#### **B. Description of Required Services**

We are soliciting one cost proposal;

- 1) Security Services at the Santa Clara Convention Center Complex (MD #183), 5001 Great America Parkway, Santa Clara, Ca 95054.

#### **C. Detailed Scope of Services – Security Services**

The Services to be performed for the City by the Contractor under this Agreement are more fully described in the Contractor's proposal, which is attached to this Attachment A.

1. Contractor shall provide unarmed guard security services at the Santa Clara Convention Center Complex, Santa Clara, California. A Site Map – Plate A is attached to this Exhibit A. These services include roving security, vehicle patrols, patrols, monitoring security systems, supervising other security personnel, maintaining security infrastructure, and carrying out such other basic security tasks per required post orders.
2. Contractor shall be responsible for the following:
  - a. Furnish trained and qualified security personnel in sufficient number to provide service as requested by City. This service will be continuous, regardless of weather, disaster, or threatened or actual organized labor action. The services provided will included, but not be limited to the following:
    - (1) Administering site security procedures and post orders.
    - (2) Promote a customer service approach
    - (3) Site surveillance (by either foot or vehicle), and Jogging in at Contractor provided monitoring stations.
    - (4) Identifying and reporting security and safety violations
    - (5) Maintaining files for security-related documentation
    - (6) Assisting on-site personnel in emergency situations
3. Contractor is responsible for the following :
  - a. Maintain discipline, excellent appearance, professional demeanor, Integrity, and

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- attention to duty among all security personnel.
  - b. Develop site-specific instructions and post orders to be developed and approved prior to work on site. City, prior to distribution, must approve site-specific instructions and post orders.
  - c. Require Security personnel to enforce security policies, procedures, and orders.
  - d. Ensure that prompt action is taken to prevent or minimize losses, accidents, fires, property damages, safety hazards, and security incidents, respond to all on-site emergencies and contact the appropriate emergencies as necessary.
  - e. Monitor alarms and any recording devices as directed.
  - f. Investigate unusual occurrences in and about the premises.
  - g. Follow written instructions that outline specific activities and conduct of officers. These instructions will clarify and identify City agents that have authority to direct contract security employees.
  - h. Provide recordable monitoring stations at various locations on-site to verify security officer patrolling of site.
4. Contractor responsible for the following:
- a. Security Officers will provide on-site patrol services (foot or security vehicle) on a continuous basis while on-duty, with the exception of break times as a visual deterrent to prevent crimes before they occur.
  - b. Security Officers will inspect perimeter lighting and report non-operation findings daily to City contact. Security Officers will maintain parking garage vehicle log sheets of vehicles which may be abandoned or damaged during grave shift hours (0000-0800), and turn logs over to City contact.
  - c. Security Officers will note damaged or disturbed fire extinguishers and report deficiencies to City contact within two business days.
  - d. Security Officers will monitor perimeter riser pressure, maintain log sheet, and transmit to City monthly.
  - e. Security Officers will provide security escort service as requested.
  - f. Security Officers will maintain Daily Activity Reports and incident Reports as required and bi-monthly turns over all documents to City contact.

- g. Security Officers will immediately report all safety issues to the City contact.
  - h. Security Officers will be required to log in at each of the various monitoring stations on-site at required schedule and intervals. Exception to schedule shall be documented and explained in the Daily Activity Report.
5. The City will provide a vehicle for the guard to use to help cover the 12 acre site more effectively. The City will be responsible for the regular maintenance and will provide Contractor with proper training to the guards on how to operate it correctly. Contractor to notify the City immediately if damage occurs to the vehicle or it is not operating properly. Contractor will be responsible for any damages that are incurred due to operator negligence or improper operation, etc. that is not due to normal wear and tear. The vehicle is to be parked on site inside the garage structure in an existing, secured (i.e. locked) fenced area on the first level or other areas specified by the City. The vehicle will only be operated on site and will not be used on any open road public street. If it needs maintenance it will either be service on site or tailored, if electric cart, or driven to the Street Corporation Yard, 1700 Walsh Avenue, Santa Clara, California.
  6. Contactor may be assigned custody of keys, operating equipment, and other materials deemed necessary by City for the operation and supervision of the premises' security program. All such keys, operating equipment, and materials shall remain City's property and shall be surrendered to City immediately upon discharge *or* transfer *of* personnel from the premises or termination of this Agreement. Contractor shall be responsible for the cost of all equipment repairs or replacement due to abuse or negligence.
  7. Basic expected level of normal general on-site security services for the subject site are as following:

<u>No. of Security Offices</u>	<u>Shift</u>	<u>Days Assigned</u>
One (1) security officer	Swing shift (4pm-midnight)	7 days a week
One (1) security officer	Grave Shift (Midnight to 8am	7 days a week
One (1) security officer	Day Shift (8am to 4pm)	Sat and Sun. only
  8. Contactor will provide additional Security Officers at sites and times as requested by City. Contactor to maintain a pool of officers - a "flex-force" - to cover turnover, planned an unplanned situations, absences, and events that occur on a daily basis. They are trained at multiple sites and are available to cover events.
  9. Contractor will have representatives made available to meet with City when necessary. City staff shall determine schedule and hours of general on-site security services post orders. City staff will provide Contractor a minimum of 48 hour's notice for any change of schedule and staffing.

10. Any overtime ("OT") work requests must receive written approval in advance by City staff. Any unauthorized overtime work will not be paid. The straight time per hour cost will be for all billed hours unless overtime work approved. The overtime bill rate may be billed in the event City requires a specific officer assigned to the site to remain past Security Officer's normal 8 hour shift and is paid by Contractor at an OT rate. Contractor shall use due diligence to provide any requested additional coverage request with relief workers if necessary to avoid any overtime billing charges.

The following holidays may be billed at the overtime rate subject to Contractor's OT labor agreement with employees: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Contractor shall specify all holidays by date and year for the term of the contract.

11. Contactor shall provide normal payroll verification procedures, daily sign-in sheets, and weekly log sheets, and a complete breakdown of all hours billed. Contractor's employees shall not work in excess of twelve (12) hours continuously or with a turnaround of less than eight (8) hours, or work in excess of sixty (60) hours per week under Contractor's employment without City's consent.
12. Contractor's account manager and site supervisor shall attend a regularly scheduled one-hour on-site monthly Maintenance District meeting. Rates and charges for these meetings shall be included in Exhibit B Fee Schedule to this agreement.
13. Contractor shall provide uniforms for site Security Officers, Contractor shall be responsible for all uniform costs. Contractor shall be responsible for uniform cleaning, costs of repair and replacement. City along with Contractor shall determine uniform specifications. All Security Officers will be provided with new uniforms prior to the commencement of the contract. All security personnel assigned to the property will be appropriately uniformed In accordance with applicable local, state, and federal standards and specifications regarding the source, color, type, style and applicable components as approved by the City.



14. Contractor shall provide Security Officers with a flashlight, and cell phone, or similar communication devices able to report emergencies, or problems.
15. Minimum Hiring and Employment Standards for Contractor and Contractor employees:
  - a. U.S. Citizenship or valid U.S. work permit.
  - b. Eighteen (18) years of age.
  - c. Free of felony or major misdemeanor criminal record, and multiple DUI's
  - d. Valid California driver's license or valid state of California Identification card.
  - e. Successfully pass Contractor's required Drug and Alcohol Pre-employment test and on-going Drug and Alcohol Abuse Prevention and Testing Program. Contractor to provide copy of program to the City.
  - f. Pass Contractor's pre-employment background checks, previous employment check and reference check, conducted at Contractor's expense.
  - g. Speak, read, write and understand the English language clearly.
  - h. Comprehend oral and written orders, procedures, and materials, and accept and follow directions.
  - i. Physically able to accomplish various tasks required.
  - j. Contractor responsible to conduct all testing, checks. and all costs for items in this section.
16. The use, possession, or transfer of Illegal drugs, controlled substances (including medications without valid prescription) simulated (look-alike) drugs, drug paraphernalia, alcohol, firearms, knives explosives, and other weapons on premises Is strictly forbidden at all times. Contractor will be required to comply with enforce this policy, with respect to Contractor's employees, as part of employment.
17. City may request Contractor to replace a Contractor-provided employee at any time. Contractor shall comply with request immediately.
18. Contractor shall provide all training necessary for personnel including general security services skills, report writing, stated local required training, emergency response, and customer service skills. A copy of Contractors training program shall be provided to the City.

19. Contractor will provide assigned operations managers to assure adequate supervision of all contract personnel. Operations managers duties shall include, but shall not be limited to, the following;
- a. Interviews and approve all newly hired staff for City's property.
  - b. Oversee creation and quarterly updates of the Post Orders.
  - c. Ensure security personnel maintain contract compliance (i.e. training, licenses, certifications, etc.)
  - d. Facilitate effective communication with City Security Officers.
  - e. Maintain discipline with Security Officers
  - f. Provide budget information as requested by City
  - g. Responsible to oversee or conduct training program for Security Officers.
  - h. Conduct on a weekly basis a minimum of one (1) unannounced randomly scheduled inspection to ensure past orders are being fulfilled. Documentation of inspections shall be discussed at least monthly with City.
  - i. Ensure all services are delivered as described in this Agreement.
20. Contractor shall provide the following code of business conduct services:
- a. Contractor reviews written policy with properly manager defining disciplinary policy for Security Officers.
  - b. Oversee creation and quarterly updates of the Post Orders.
  - c. Contractor exercises disciplinary policy within 24 hours of notification/identification and verification of issue.
  - d. Contractor notifies City of disciplinary action prior to meeting with officer.
  - e. Contractor meets with City to provide an update on the outcome of the meeting, and notifies City immediately of any termination/replacement of assigned employee.
  - f. Contractor's management is available to respond 24 hours per day, 7 days per week, 365 days per year for all emergencies.

21. All post orders or other documents prepared by Contractor in connection with this Agreement shall be the property of City, and all copies of such documents shall be returned to City upon termination of this Agreement.

If City determines Contractor's daily services were not provided per Agreement, City may reduce payment for each day services not performed. City shall notify Contractor by phone as soon as possible concerning non-compliance. If Contractor can correct deficiencies within two (2) hours of notification no reduction in payment shall be made. If not corrected within two (2) hours on the same day of non-compliance, City shall deduct all of the daily shift payment due to Contractor. Contractor shall meet with City representative and discuss corrective actions taken to prevent future contract performance deficiencies.



## ATTACHMENT B

### Proposer's Information Form

PROPOSER (please print): \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

FAX: \_\_\_\_\_

Contact person, title, telephone number, email address and fax number: \_\_\_\_\_

\_\_\_\_\_

Proposer, if selected, intends to carry on the business as (check one)

- ☐ Individual
- ☐ Joint Venture
- ☐ Partnership
- ☐ Corporation

When incorporated? \_\_\_\_\_

In what state? \_\_\_\_\_

When authorized to do business in California? \_\_\_\_\_

☐ Other (explain): \_\_\_\_\_

\_\_\_\_\_

### ADDENDA

To assure that all Proposers have received each addendum, check the appropriate box(es) below. Failure to acknowledge receipt of an addendum/addenda may be considered an irregularity in the Proposal:

Addendum number(s) received:

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6

Request For Proposal For:

Security Services at the Santa Clara Convention Center Complex (MD #183)

Page 21 of 50

Or,

No Addendum/Addenda Were Received (check and initial).

### **PROPOSER'S SIGNATURE**

No proposal shall be accepted which has not been signed in ink in the appropriate space below:

By signing below, the submission of a proposal shall be deemed a representation and certification by the Proposer that they have investigated all aspects of the RFP, that they are aware of the applicable facts pertaining to the RFP process, its procedures and requirements, and they have read and understand the RFP. No request for modification of the proposal shall be considered after its submission on the grounds that the Proposer was not fully informed as to any fact or condition.

**(1) If Proposer is *INDIVIDUAL*,  
sign here:**

Date: \_\_\_\_\_

\_\_\_\_\_  
Proposer's Signature

\_\_\_\_\_  
Proposer's typed name and title

**(2) If Proposer is *PARTNERSHIP* or  
*JOINT VENTURE*, at least (2) Partners  
or each of the Joint Venturers  
shall sign here:**

\_\_\_\_\_  
Partnership or Joint Venture Name  
(type or print)

Date: \_\_\_\_\_

\_\_\_\_\_  
Member of the Partnership or Joint Venture  
signature

Date: \_\_\_\_\_

\_\_\_\_\_  
Member of the Partnership or Joint Venture  
signature

**(3) If Proposer is a *CORPORATION*,  
the duly authorized officer(s) shall  
sign as follows:**

The undersigned certify that they are respectively: \_\_  
(Title) and \_\_\_\_\_ (Title)  
of the corporation named below; that they are  
designated to sign the Proposal Cost Form by  
resolution (attach a certified copy, with corporate  
seal, if applicable, notarized as to its authenticity or  
Secretary's certificate of authorization) for and on  
behalf of the below named CORPORATION, and  
that they are authorized to execute same for and on  
behalf of said CORPORATION.

\_\_\_\_\_  
Corporation Name (type or print)

By: \_\_\_\_\_  
Title: \_\_\_\_\_  
Dated: \_\_\_\_\_

By: \_\_\_\_\_  
Title: \_\_\_\_\_  
Dated: \_\_\_\_\_

**ATTACHMENT C**  
**Certification of Nondiscrimination**

As suppliers of goods or services to the City of Santa Clara, the firm and individuals listed below certify that they do not discriminate in employment of any person because of race, color, gender, age, religion, disability, national origin, ancestry, sexual orientation, housing status, marital status, or familial status; and that they are in compliance with all Federal, State and local laws, directives and executive orders regarding nondiscrimination in employment.

**(1) If Proposer is *INDIVIDUAL*,  
sign here:**

Date: \_\_\_\_\_

\_\_\_\_\_  
Proposer's Signature

\_\_\_\_\_  
Proposer's typed name and title

**(2) If Proposer is *PARTNERSHIP* or  
*JOINT VENTURE*, at least (2) Partners  
or each of the Joint Venturers  
shall sign here:**

\_\_\_\_\_  
Partnership or Joint Venture Name  
(type or print)

Date: \_\_\_\_\_

\_\_\_\_\_  
Member of the Partnership or Joint Venture  
signature

Date: \_\_\_\_\_

\_\_\_\_\_  
Member of the Partnership or Joint Venture  
signature



**(3) If Proposer is a *CORPORATION*,  
the duly authorized officer(s) shall  
sign as follows:**

The undersigned certify that they are respectively: \_\_  
(Title) and \_\_\_\_\_ (Title)  
of the corporation named below; that they are  
designated to sign the Proposal Cost Form by  
resolution (attach a certified copy, with corporate  
seal, if applicable, notarized as to its authenticity or  
Secretary's certificate of authorization) for and on  
behalf of the below named CORPORATION, and  
that they are authorized to execute same for and on  
behalf of said CORPORATION.

\_\_\_\_\_  
Corporation Name (type or print)

By: \_\_\_\_\_  
Title: \_\_\_\_\_  
Dated: \_\_\_\_\_

By: \_\_\_\_\_  
Title: \_\_\_\_\_  
Dated: \_\_\_\_\_

**ATTACHMENT D**  
**Professional Services Agreement**

Execution of Attachment D is required, as is set forth in Article 6 of the RFP.

**AGREEMENT FOR THE PERFORMANCE OF SERVICES  
BY AND BETWEEN THE  
CITY OF SANTA CLARA, CALIFORNIA,  
AND  
\*INSERT CONTRACTOR'S NAME**

**PREAMBLE**

This agreement for the performance of services ("Agreement") is by and between \*insert Contractor's name, a[n] \*choose one: a [REDACTED] (enter State name) corporation/partnership/individual, with its principal place of business located at \*insert Contractor's address ("Contractor"), and the City of Santa Clara, California, a chartered California municipal corporation with its primary business address at 1500 Warburton Avenue, Santa Clara, California 95050 ("City"). City and Contractor may be referred to individually as a "Party" or collectively as the "Parties" or the "Parties to this Agreement."

**RECITALS**

- A. City desires to secure professional services more fully described in this Agreement, at Exhibit A, entitled "Scope of Services"; and
- B. Contractor represents that it, and its subcontractors, if any, have the professional qualifications, expertise, necessary licenses and desire to provide certain goods and/or required services of the quality and type which meet objectives and requirements of City; and,
- C. The Parties have specified herein the terms and conditions under which such services will be provided and paid for.

The Parties agree as follows:

**AGREEMENT PROVISIONS**

**1. EMPLOYMENT OF CONTRACTOR.**

City hereby employs Contractor to perform services set forth in this Agreement. To accomplish that end, City may assign a Project Manager to personally direct the Services to be provided by Contractor and will notify Contractor in writing of City's choice. City shall pay for all such materials and services provided which are consistent with the terms of this Agreement.

**2. SERVICES TO BE PROVIDED.**

Except as specified in this Agreement, Contractor shall furnish all technical and professional services, including labor, material, equipment, transportation, supervision and expertise (collectively referred to as "Services") to satisfactorily complete the work required by City at his/her own risk and expense. Services to be provided to City are

more fully described in Exhibit A entitled "SCOPE OF SERVICES." All of the exhibits referenced in this Agreement are attached and are incorporated by this reference.

**3. COMMENCEMENT AND COMPLETION OF SERVICES.**

- A. Contractor shall begin providing the services under the requirements of this Agreement upon receipt of written Notice to Proceed from City. Such notice shall be deemed to have occurred three (3) calendar days after it has been deposited in the regular United States mail. Contractor shall complete the Services within the time limits set forth in the Scope of Services or as mutually determined in writing by the Parties.
- B. When City determines that Contractor has satisfactorily completed the Services, City shall give Contractor written Notice of Final Acceptance. Upon receipt of such notice, Contractor shall not incur any further costs under this Agreement. Contractor may request this determination of completion be made when, in its opinion, the Services have been satisfactorily completed. If so requested by the contractor, City shall make this determination within fourteen (14) days of its receipt of such request.

**4. QUALIFICATIONS OF CONTRACTOR - STANDARD OF WORKMANSHIP.**

Contractor represents and maintains that it has the necessary expertise in the professional calling necessary to perform services, and its duties and obligations, expressed and implied, contained herein, and City expressly relies upon Contractor's representations regarding its skills and knowledge. Contractor shall perform such services and duties in conformance to and consistent with the professional standards of a specialist in the same discipline in the State of California.

The plans, designs, specifications, estimates, calculations, reports and other documents furnished under Exhibit A shall be of a quality acceptable to City. The criteria for acceptance of the work provided under this Agreement shall be a product of neat appearance, well organized, that is technically and grammatically correct, checked and having the maker and checker identified. The minimum standard of appearance, organization and content of the drawings shall be that used by City for similar projects.

**5. TERM OF AGREEMENT.**

Unless otherwise set forth in this Agreement or unless this paragraph is subsequently modified by a written amendment to this Agreement, the term of this Agreement shall begin on the Effective Date of this Agreement and terminate on \*insert end date.

**6. MONITORING OF SERVICES.**

City may monitor the Services performed under this Agreement to determine whether Contractor's operation conforms to City policy and to the terms of this Agreement. City may also monitor the Services to be performed to determine whether financial operations are conducted in accord with applicable City, county, state, and federal requirements. If

any action of Contractor constitutes a breach, City may terminate this Agreement pursuant to the provisions described herein.

**7. WARRANTY.**

Contractor expressly warrants that all materials and services covered by this Agreement shall be fit for the purpose intended, shall be free from defect, and shall conform to the specifications, requirements, and instructions upon which this Agreement is based. Contractor agrees to promptly replace or correct any incomplete, inaccurate, or defective Services at no further cost to City when defects are due to the negligence, errors or omissions of Contractor. If Contractor fails to promptly correct or replace materials or services, City may make corrections or replace materials or services and charge Contractor for the cost incurred by City.

**8. PERFORMANCE OF SERVICES.**

Contractor shall perform all requested services in an efficient and expeditious manner and shall work closely with and be guided by City. Contractor shall be as fully responsible to City for the acts and omissions of its subcontractors, and of persons either directly or indirectly employed by them, as Contractor is for the acts and omissions of persons directly employed by it. Contractor will perform all Services in a safe manner and in accordance with all federal, state and local operation and safety regulations.

**9. BUSINESS TAX LICENSE REQUIRED.**

Contractor must comply with Santa Clara City Code section 3.40.060, as that section may be amended from time to time or renumbered, which requires that any person who transacts or carries on any business in the City of Santa Clara pay business license tax to the City. A business tax certificate may be obtained by completing the Business Tax Affidavit Form and paying the applicable fee at the Santa Clara City Hall Municipal Services Division.

**10. RESPONSIBILITY OF CONTRACTOR.**

Contractor shall be responsible for the professional quality, technical accuracy and coordination of the Services furnished by it under this Agreement. Neither City's review, acceptance, nor payments for any of the Services required under this Agreement shall be construed to operate as a waiver of any rights under this Agreement or of any cause of action arising out of the performance of this Agreement and Contractor shall be and remain liable to City in accordance with applicable law for all damages to City caused by Contractor negligent performance of any of the Services furnished under this Agreement.

Any acceptance by City of plans, specifications, construction contract documents, reports, diagrams, maps and other material prepared by Contractor shall not in any respect absolve Contractor from the responsibility Contractor has in accordance with customary standards of good professional practice in compliance with applicable federal, state, county, and/or municipal laws, ordinances, regulations, rules and orders.



**11. COMPENSATION AND PAYMENT.**

In consideration for Contractor's complete performance of Services, City shall pay Contractor for all materials provided and services rendered by Contractor at the rate per hour for labor and cost per unit for materials as outlined in Exhibit B, entitled "SCHEDULE OF FEES."

Contractor will bill City on a monthly basis for Services provided by Contractor during the preceding month, subject to verification by City. City will pay Contractor within thirty (30) days of City's receipt of invoice.

**12. TERMINATION OF AGREEMENT.**

Either Party may terminate this Agreement without cause by giving the other Party written notice ("Notice of Termination") which clearly expresses that Party's intent to terminate the Agreement. Notice of Termination shall become effective no less than thirty (30) calendar days after a Party receives such notice. After either Party terminates the Agreement, Contractor shall discontinue further services as of the effective date of termination, and City shall pay Contractor for all Services satisfactorily performed up to such date.

**13. NO ASSIGNMENT OR SUBCONTRACTING OF AGREEMENT.**

City and Contractor bind themselves, their successors and assigns to all covenants of this Agreement. This Agreement shall not be assigned or transferred without the prior written approval of City. Contractor shall not hire subcontractors without express written permission from City.

**14. NO THIRD PARTY BENEFICIARY.**

This Agreement shall not be construed to be an agreement for the benefit of any third party or parties and no third party or parties shall have any claim or right of action under this Agreement for any cause whatsoever.

**15. INDEPENDENT CONTRACTOR.**

Contractor and all person(s) employed by or contracted with Contractor to furnish labor and/or materials under this Agreement are independent contractors and do not act as agent(s) or employee(s) of City. Contractor has full rights, however, to manage its employees in their performance of Services under this Agreement. Contractor is not authorized to bind City to any contracts or other obligations.

**16. NO PLEDGING OF CITY'S CREDIT.**

Under no circumstances shall Contractor have the authority or power to pledge the credit of City or incur any obligation in the name of City. Contractor shall save and hold harmless the City, its City Council, its officers, employees, boards and commissions for expenses arising out of any unauthorized pledges of City's credit by Contractor under this Agreement.

**17. CONFIDENTIALITY OF MATERIAL.**

All ideas, memoranda, specifications, plans, manufacturing procedures, data, drawings, descriptions, documents, discussions or other information developed or received by or for Contractor and all other written information submitted to Contractor in connection with the performance of this Agreement shall be held confidential by Contractor and shall not, without the prior written consent of City, be used for any purposes other than the performance of the Services nor be disclosed to an entity not connected with performance of the Services. Nothing furnished to Contractor which is otherwise known to Contractor or becomes generally known to the related industry shall be deemed confidential.

**18. USE OF CITY NAME OR EMBLEM.**

Contractor shall not use City's name, insignia, or emblem, or distribute any information related to services under this Agreement in any magazine, trade paper, newspaper or other medium without express written consent of City.

**19. OWNERSHIP OF MATERIAL.**

All material, including information developed on computer(s), which shall include, but not be limited to, data, sketches, tracings, drawings, plans, diagrams, quantities, estimates, specifications, proposals, tests, maps, calculations, photographs, reports and other material developed, collected, prepared or caused to be prepared under this Agreement shall be the property of City but Contractor may retain and use copies thereof. City shall not be limited in any way or at any time in its use of said material. However, Contractor shall not be responsible for damages resulting from the use of said material for work other than Project, including, but not limited to, the release of this material to third parties.

**20. RIGHT OF CITY TO INSPECT RECORDS OF CONTRACTOR.**

City, through its authorized employees, representatives or agents shall have the right during the term of this Agreement and for three (3) years from the date of final payment for goods or services provided under this Agreement, to audit the books and records of Contractor for the purpose of verifying any and all charges made by Contractor in connection with Contractor compensation under this Agreement, including termination of Contractor. Contractor agrees to maintain sufficient books and records in accordance with generally accepted accounting principles to establish the correctness of all charges submitted to City. Any expenses not so recorded shall be disallowed by City.

Contractor shall submit to City any and all reports concerning its performance under this Agreement that may be requested by City in writing. Contractor agrees to assist City in meeting City's reporting requirements to the State and other agencies with respect to Contractor's Services hereunder.

**21. CORRECTION OF SERVICES.**

Contractor agrees to correct any incomplete, inaccurate or defective Services at no further costs to City, when such defects are due to the negligence, errors or omissions of Contractor.

**22. FAIR EMPLOYMENT.**

Contractor shall not discriminate against any employee or applicant for employment because of race, color, creed, national origin, gender, sexual orientation, age, disability, religion, ethnic background, or marital status, in violation of state or federal law.

**23. HOLD HARMLESS/INDEMNIFICATION.**

To the extent permitted by law, Contractor agrees to protect, defend, hold harmless and indemnify City, its City Council, commissions, officers, employees, volunteers and agents from and against any claim, injury, liability, loss, cost, and/or expense or damage, including all costs and reasonable attorney's fees in providing a defense to any claim arising therefrom, for which City shall become liable arising from Contractor's negligent, reckless or wrongful acts, errors, or omissions with respect to or in any way connected with the Services performed by Contractor pursuant to this Agreement.

**24. INSURANCE REQUIREMENTS.**

During the term of this Agreement, and for any time period set forth in Exhibit C, Contractor shall provide and maintain in full force and effect, at no cost to City insurance policies with respect to employees and vehicles assigned to the Performance of Services under this Agreement with coverage amounts, required endorsements, certificates of insurance, and coverage verifications as defined in Exhibit C.

**25. AMENDMENTS.**

This Agreement may be amended only with the written consent of both Parties.

**26. INTEGRATED DOCUMENT.**

This Agreement represents the entire agreement between City and Contractor. No other understanding, agreements, conversations, or otherwise, with any representative of City prior to execution of this Agreement shall affect or modify any of the terms or obligations of this Agreement. Any verbal agreement shall be considered unofficial information and is not binding upon City.

**27. SEVERABILITY CLAUSE.**

In case any one or more of the provisions in this Agreement shall, for any reason, be held invalid, illegal or unenforceable in any respect, it shall not affect the validity of the other provisions, which shall remain in full force and effect.



**28. WAIVER.**

Contractor agrees that waiver by City of any one or more of the conditions of performance under this Agreement shall not be construed as waiver(s) of any other condition of performance under this Agreement.

**29. NOTICES.**

All notices to the Parties shall, unless otherwise requested in writing, be sent to City addressed as follows:

City of Santa Clara  
Attention: [insert Dept. here]  
1500 Warburton Avenue  
Santa Clara, California 95050  
or by facsimile at (408) - [redacted]

And to Contractor addressed as follows:

Name: [redacted]  
Address: [redacted]  
[redacted]  
or by facsimile at ( ) - [redacted]

If notice is sent via facsimile, a signed, hard copy of the material shall also be mailed. The workday the facsimile was sent shall control the date notice was deemed given if there is a facsimile machine generated document on the date of transmission. A facsimile transmitted after 1:00 p.m. on a Friday shall be deemed to have been transmitted on the following Monday.

**30. CAPTIONS.**

The captions of the various sections, paragraphs and subparagraphs of this Agreement are for convenience only and shall not be considered or referred to in resolving questions of interpretation.

**31. LAW GOVERNING CONTRACT AND VENUE.**

This Agreement shall be governed and construed in accordance with the statutes and laws of the State of California. The venue of any suit filed by either Party shall be vested in the state courts of the County of Santa Clara, or if appropriate, in the United States District Court, Northern District of California, San Jose, California.

**32. DISPUTE RESOLUTION.**

A. Unless otherwise mutually agreed to by the Parties, any controversies between Contractor and City regarding the construction or application of this Agreement, and claims arising out of this Agreement or its breach, shall be submitted to mediation within thirty (30) days of the written request of one Party after the service of that request on the other Party.

- B. The Parties may agree on one mediator. If they cannot agree on one mediator, the Party demanding mediation shall request the Superior Court of Santa Clara County to appoint a mediator. The mediation meeting shall not exceed one day (eight (8) hours). The Parties may agree to extend the time allowed for mediation under this Agreement.
- C. The costs of mediation shall be borne by the Parties equally.
- D. For any contract dispute, mediation under this section is a condition precedent to filing an action in any court. In the event of mediation which arises out of any dispute related to this Agreement, the Parties shall each pay their respective attorney's fees, expert witness costs and cost of suit through mediation only. In the event of litigation, the prevailing Party shall recover its reasonable costs of suit, expert's fees, and attorney's fees. If mediation does not resolve the dispute, the Parties agree that the matter shall be litigated in a court of law, and not subject to the arbitration provisions of the Public Contracts Code.

### 33. COMPLIANCE WITH ETHICAL STANDARDS.

Contractor shall:

- A. Read Exhibit D, entitled "ETHICAL STANDARDS FOR CONTRACTORS SEEKING TO ENTER INTO AN AGREEMENT WITH THE CITY OF SANTA CLARA, CALIFORNIA"; and,
- B. Execute Exhibit E, entitled "AFFIDAVIT OF COMPLIANCE WITH ETHICAL STANDARDS."

### 34. AFFORDABLE CARE ACT OBLIGATIONS

To the extent Contractor is obligated to provide health insurance coverage to its employees pursuant to the Affordable Care Act ("Act") and/or any other similar federal or state law, Contractor warrants that it is meeting its obligations under the Act and will fully indemnify and hold harmless City for any penalties, fines, adverse rulings, or tax payments associated with Contractor's responsibilities under the Act.

### 35. LIQUIDATED DAMAGES.

It is mutually agreed by Contractor and City that, in the event completion of the Services to be provided by the Contractor under this Agreement is delayed beyond \*insert date, City will suffer damages and will incur other costs and expenses of a nature and amount which is difficult or impractical to determine. The Parties agree that by way of ascertaining and fixing the amount of damages, costs and expenses, and not by way of penalty, Contractor shall pay to City the sum of \*spell out dollar amount (\$\*insert numerical dollar amount) per day in liquidated damages for each and every calendar day such delay in completion of said Services continues beyond \*insert date. In the event that said liquidated damages are not paid, Contractor agrees that City may deduct the amount of said unpaid damages from any money due or that may become due to Contractor under this Agreement.

**36. CONFLICT OF INTERESTS.**

This Agreement does not prevent either Party from entering into similar agreements with other parties. To prevent a conflict of interest, Contractor certifies that to the best of its knowledge, no City officer, employee or authorized representative has any financial interest in the business of Contractor and that no person associated with Contractor has any interest, direct or indirect, which could conflict with the faithful performance of this Agreement. Contractor is familiar with the provisions of California Government Code Section 87100 and following, and certifies that it does not know of any facts which would violate these code provisions. Contractor will advise City if a conflict arises.

**37. PROGRESS SCHEDULE.**

The Progress Schedule will be as set forth in the attached Exhibit F, entitled "MILESTONE SCHEDULE" if applicable.

**38. PREVAILING WAGES.**

Labor Code Compliance. Contractor must conform to the provisions of Labor Code sections 1720 through 1815, and all applicable provisions of California Code of Regulations found in Title 8, Chapter 8, Subchapter 3, Articles 1-7. Contractor agrees to include prevailing wage requirements in its contracts for the Project.

Requirements in Subcontracts. Contractor shall require its contractors to include prevailing wage requirements in all subcontracts funded by this Agreement. Subcontracts shall include all prevailing wage requirements set forth in Contractor's contracts.

This Agreement may be executed in counterparts, each of which shall be deemed to be an original, but both of which shall constitute one and the same instrument; and, the Parties agree that signatures on this Agreement, including those transmitted by facsimile, shall be sufficient to bind the Parties.

The Parties acknowledge and accept the terms and conditions of this Agreement as evidenced by the following signatures of their duly authorized representatives. The Effective Date is the date that the final signatory executes the Agreement. It is the intent of the Parties that this Agreement shall become operative on the Effective Date.

**CITY OF SANTA CLARA, CALIFORNIA**  
a chartered California municipal corporation

APPROVED AS TO FORM:

Dated: \_\_\_\_\_

\_\_\_\_\_  
BRIAN DOYLE  
Interim City Attorney

ATTEST:

\_\_\_\_\_  
ROD DIRIDON, JR.  
City Clerk

\_\_\_\_\_  
RAJEEV BATRA  
Interim City Manager  
1500 Warburton Avenue  
Santa Clara, CA 95050  
Telephone: (408) 615-2210  
Fax: (408) 241-6771

"CITY"

**\*INSERT CONTRACTOR'S NAME**  
\*choose one: corporation/partnership/individual

Dated: \_\_\_\_\_

By: \_\_\_\_\_

(Signature of Person executing the Agreement on behalf of  
Contractor)

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Local Address: \_\_\_\_\_

Email Address: \_\_\_\_\_

Telephone: (    ) \_\_\_\_\_

Fax: (    ) \_\_\_\_\_

"CONTRACTOR"

S:\Attorney\AGREEMENTS\Service\OVER \$50K SERVICE AGREEMENT FORM.doc

**AGREEMENT FOR THE PERFORMANCE OF SERVICES  
BY AND BETWEEN THE  
CITY OF SANTA CLARA, CALIFORNIA,  
AND  
\*INSERT CONTRACTOR'S NAME**

**EXHIBIT A**

**SCOPE OF SERVICES**

The Services to be performed for the City by the Contractor under this Agreement are more fully described in the Contractor's proposal entitled, "**\*insert name of proposal**" dated **\*insert date of proposal**, which is attached to this Exhibit A.

**AGREEMENT FOR THE PERFORMANCE OF SERVICES  
BY AND BETWEEN THE  
CITY OF SANTA CLARA, CALIFORNIA,  
AND  
\*INSERT CONTRACTOR'S NAME**

**EXHIBIT B**

**FEE SCHEDULE**

Consultant shall provide a schedule of rates and fees which includes all billing amounts and costs as follows (if applicable), such as :

[NOTE TO CITY DEPARTMENTS: This Exhibit "B" should contain a schedule of rates and fees which includes all billing amounts and costs as follows (if applicable), such as:

- Fee Schedule Effective Date;
- Hourly Billing Rates for Each Staff Position/level;
- Minimum Billing Hours;
- Charges for Equipment by Day/week/month;
- Travel Time and Costs;
- Per Diem Expenses;
- Expendable Material or New Parts Costs;
- Outside Services Costs; and,
- Overtime Costs.]

In no event shall the amount billed to City by Contractor for services under this Agreement exceed \*spell out dollar amount (\$\*insert numerical dollar amount), subject to budget appropriations.



AGREEMENT FOR THE PERFORMANCE OF SERVICES  
BY AND BETWEEN THE  
CITY OF SANTA CLARA, CALIFORNIA,  
AND  
**\*INSERT CONTRACTOR'S NAME**

EXHIBIT C

INSURANCE REQUIREMENTS

**\*insert proper exhibit from s:\Attorney\Insurance\City\\*.\***

**AGREEMENT FOR THE PERFORMANCE OF SERVICES  
BY AND BETWEEN THE  
CITY OF SANTA CLARA, CALIFORNIA,  
AND  
\*INSERT CONTRACTOR'S NAME**

**EXHIBIT D**

**ETHICAL STANDARDS FOR CONTRACTORS SEEKING TO ENTER INTO AN  
AGREEMENT WITH THE CITY OF SANTA CLARA, CALIFORNIA**

**Termination of Agreement for Certain Acts.**

- A. The City may, at its sole discretion, terminate this Agreement in the event any one or more of the following occurs:
1. If a Contractor<sup>1</sup> does any of the following:
    - a. Is convicted<sup>2</sup> of operating a business in violation of any Federal, State or local law or regulation;
    - b. Is convicted of a crime punishable as a felony involving dishonesty<sup>3</sup>;
    - c. Is convicted of an offense involving dishonesty or is convicted of fraud or a criminal offense in connection with: (1) obtaining; (2) attempting to obtain; or, (3) performing a public contract or subcontract;
    - d. Is convicted of any offense which indicates a lack of business integrity or business honesty which seriously and directly affects the present responsibility of a City contractor or subcontractor; and/or,
    - e. Made (or makes) any false statement(s) or representation(s) with respect to this Agreement.

<sup>1</sup> For purposes of this Agreement, the word "Consultant" (whether a person or a legal entity) also refers to "Contractor" and means any of the following: an owner or co-owner of a sole proprietorship; a person who controls or who has the power to control a business entity; a general partner of a partnership; a principal in a joint venture; or a primary corporate stockholder [i.e., a person who owns more than ten percent (10%) of the outstanding stock of a corporation] and who is active in the day to day operations of that corporation.

<sup>2</sup> For purposes of this Agreement, the words "convicted" or "conviction" mean a judgment or conviction of a criminal offense by any court of competent jurisdiction, whether entered upon a verdict or a plea, and includes a conviction entered upon a plea of nolo contendere within the past five (5) years.

<sup>3</sup> As used herein, "dishonesty" includes, but is not limited to, embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, failure to pay tax obligations, receiving stolen property, collusion or conspiracy.



2. If fraudulent, criminal or other seriously improper conduct of any officer, director, shareholder, partner, employee or other individual associated with the Contractor can be imputed to the Contractor when the conduct occurred in connection with the individual's performance of duties for or on behalf of the Contractor, with the Contractor's knowledge, approval or acquiescence, the Contractor's acceptance of the benefits derived from the conduct shall be evidence of such knowledge, approval or acquiescence.
- B. The City may also terminate this Agreement in the event any one or more of the following occurs:
1. The City determines that Contractor no longer has the financial capability<sup>4</sup> or business experience<sup>5</sup> to perform the terms of, or operate under, this Agreement; or,
  2. If City determines that the Contractor fails to submit information, or submits false information, which is required to perform or be awarded a contract with City, including, but not limited to, Contractor's failure to maintain a required State issued license, failure to obtain a City business license (if applicable) or failure to provide and maintain bonds and/or insurance policies required under this Agreement.
- C. In the event a prospective Contractor (or bidder) is ruled ineligible (debarred) to participate in a contract award process or a contract is terminated pursuant to these provisions, Contractor may appeal the City's action to the City Council by filing a written request with the City Clerk within ten (10) days of the notice given by City to have the matter heard. The matter will be heard within thirty (30) days of the filing of the appeal request with the City Clerk. The Contractor will have the burden of proof on the appeal. The Contractor shall have the opportunity to present evidence, both oral and documentary, and argument.

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<sup>4</sup> Contractor becomes insolvent, transfers assets in fraud of creditors, makes an assignment for the benefit of creditors, files a petition under any section or chapter of the federal Bankruptcy Code (11 U.S.C.), as amended, or under any similar law or statute of the United States or any state thereof, is adjudged bankrupt or insolvent in proceedings under such laws, or a receiver or trustee is appointed for all or substantially all of the assets of Contractor.

<sup>5</sup> Loss of personnel deemed essential by the City for the successful performance of the obligations of the Contractor to the City.

**AGREEMENT FOR THE PERFORMANCE OF SERVICES  
BY AND BETWEEN THE  
CITY OF SANTA CLARA, CALIFORNIA,  
AND**

**\*INSERT CONTRACTOR'S NAME**

**EXHIBIT E**

**AFFIDAVIT OF COMPLIANCE WITH ETHICAL STANDARDS**

I hereby state that I have read and understand the language, entitled "Ethical Standards" set forth in Exhibit D. I have the authority to make these representations on my own behalf or on behalf of the legal entity identified herein. I have examined appropriate business records, and I have made appropriate inquiry of those individuals potentially included within the definition of "Contractor" contained in Ethical Standards at footnote 1.

Based on my review of the appropriate documents and my good-faith review of the necessary inquiry responses, I hereby state that neither the business entity nor any individual(s) belonging to said "Contractor" category [i.e., owner or co-owner of a sole proprietorship, general partner, person who controls or has power to control a business entity, etc.] has been convicted of any one or more of the crimes identified in the Ethical Standards within the past five (5) years.

The above assertions are true and correct and are made under penalty of perjury under the laws of the State of California.

**\*INSERT CONTRACTOR'S NAME**

**\*choose one: a corporation/partnership/individual**

By: \_\_\_\_\_  
Signature of Authorized Person or Representative

Name: \_\_\_\_\_

Title: \_\_\_\_\_

**NOTARY'S ACKNOWLEDGMENT TO BE ATTACHED**

Please execute the affidavit and attach a notary public's acknowledgment of execution of the affidavit by the signatory. If the affidavit is on behalf of a corporation, partnership, or other legal entity, the entity's complete legal name and the title of the person signing on behalf of the legal entity shall appear above. Written evidence of the authority of the person executing this affidavit on behalf of a corporation, partnership, joint venture, or any other legal entity, other than a sole proprietorship, shall be attached.

# **ATTACHMENT E** **Sample Cost Proposal Format**

## I. Rates and Fees

<u>Employee</u>	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	
<u>Security Officer</u>	<u>\$</u>	<u>\$</u>	<u>\$</u>	<u>Per hour</u>
<u>Security Officer</u>	<u>\$</u>	<u>\$</u>	<u>\$</u>	<u>Overtime per hour</u>

If extended for an additional two (2) years, annual increase \_\_\_\_% per year

The above mentioned rates include administrative, labor burden, equipment, materials, vacation, sick leave allowance, and any life insurance costs, overhead, and profit. The number of hours and Security Officers will be determined by agreed upon schedule.

## II. Additive Proposal Alternates

### A. Proposed Alternate No.1 – Patrol Vehicle

Contractor to provide and maintain the vehicle for guards use. The proposed alternate cost, if elected by City, would be  
\$\_\_\_\_\_ monthly

\*maintenance and fuel will be direct billed as incurred

### B. Proposed Alternate No. 2 – Additional Random Vehicle Patrol

Contractor shall provide an additional random vehicle patrol of site (off- site vehicle and security officer) during weekday shift. The proposed Alternate cost, if elected by City would be  
\$\_\_\_\_\_per occurrence

Contractor shall provide a schedule of rates and fees which includes all billing amounts and costs.

## III. Contractor License, City of Santa Clara Business License etc. (insert name of license and license #)

## **ATTACHMENT F**

### **Insurance Requirements**

Without limiting the Contractor's indemnification of the City, and prior to commencing any of the Services required under this Agreement, the Contractor shall purchase and maintain in full force and effect, at its sole cost and expense, the following insurance policies with at least the indicated coverage's, provisions and endorsements:

#### **A. COMMERCIAL GENERAL LIABILITY INSURANCE**

1. Commercial General Liability Insurance policy which provides coverage at least as broad as Insurance Services Office form CG 00 01. Policy limits are subject to review, but shall in no event be less than, the following:
  - \$1,000,000 each occurrence
  - \$1,000,000 general aggregate
  - \$1,000,000 products/completed operations aggregate
  - \$1,000,000 personal injury
2. Exact structure and layering of the coverage shall be left to the discretion of Contractor; however, any excess or umbrella policies used to meet the required limits shall be at least as broad as the underlying coverage and shall otherwise follow form.
3. The following provisions shall apply to the Commercial Liability policy as well as any umbrella policy maintained by the Contractor to comply with the insurance requirements of this Agreement:
  - a. Coverage shall be on a "pay on behalf" basis with defense costs payable in addition to policy limits;
  - b. There shall be no cross liability exclusion which precludes coverage for claims or suits by one insured against another; and
  - c. Coverage shall apply separately to each insured against whom a claim is made or a suit is brought, except with respect to the limits of liability.

#### **B. BUSINESS AUTOMOBILE LIABILITY INSURANCE**

Business automobile liability insurance policy which provides coverage at least as broad as ISO form CA 00 01, with minimum policy limits of not less than one million dollars (\$1,000,000) each accident using, or providing coverage at least as broad as, Insurance Services Office form CA 00 01. Liability coverage shall apply to all owned, non-owned and hired autos.

### C. WORKERS' COMPENSATION

1. Workers' Compensation Insurance Policy as required by statute and employer's liability with the following limits: at least one million dollars (\$1,000,000) policy limit Illness/Injury by disease, and one million dollars (\$1,000,000) for each Accident/Bodily Injury.
2. The indemnification and hold harmless obligations of Contractor included in this Agreement shall not be limited in any way by any limitation on the amount or type of damage, compensation or benefit payable by or for Contractor or any subcontractor under any Workers' Compensation Act(s), Disability Benefits Act(s) or other employee benefits act(s).
3. This policy must include a Waiver of Subrogation in favor of the City of Santa Clara, its City Council, commissions, officers, employees, volunteers and agents.

### D. COMPLIANCE WITH REQUIREMENTS

All of the following clauses and/or endorsements, or similar provisions, must be part of each commercial general liability policy, and each umbrella or excess policy.

1. Additional Insured's. City of Santa Clara, its City Council, commissions, officers, employees, volunteers and agents are hereby added as additional insureds in respect to liability arising out of Contractor's work for City, using Insurance Services Office (ISO) Endorsement CG 20 10 11 85 or the combination of CG 20 10 03 97 and CG 20 37 10 01, or its equivalent.
2. Primary and non-contributing. Each insurance policy provided by Contractor shall contain language or be endorsed to contain wording making it primary insurance as respects to, and not requiring contribution from, any other insurance which the indemnities may possess, including any self-insurance or self-insured retention they may have. Any other insurance indemnities may possess shall be considered excess insurance only and shall not be called upon to contribute with Contractor's insurance.
3. Cancellation.
  - a. Each insurance policy shall contain language or be endorsed to reflect that no cancellation or modification of the coverage provided due to non-payment of premiums shall be effective until written notice has been given to City at least ten (10) days prior to the effective date of such modification or cancellation. In the event of non-renewal, written notice shall be given at least ten (10) days prior to the effective date of non-renewal.
  - b. Each insurance policy shall contain language or be endorsed to reflect that no cancellation or modification of the coverage provided for any cause save and except non-payment of premiums shall be effective until written notice has been given to City at least thirty (30) days prior to the effective date of

such modification or cancellation. In the event of non-renewal, written notice shall be given at least thirty (30) days prior to the effective date of non-renewal.

4. Other Endorsements. Other endorsements may be required for policies other than the commercial general liability policy if specified in the description of required insurance set forth in Sections A through D of this Exhibit C, above.

#### E. ADDITIONAL INSURANCE RELATED PROVISIONS

Contractor and City agree as follows:

1. Contractor agrees to ensure that subcontractors, and any other party involved with the Services, who is brought onto or involved in the performance of the Services by Contractor, provide the same minimum insurance coverage required of Contractor, except as with respect to limits. Contractor agrees to monitor and review all such coverage and assumes all responsibility for ensuring that such coverage is provided in conformity with the requirements of this Agreement. Contractor agrees that upon request by City, all agreements with, and insurance compliance documents provided by, such subcontractors and others engaged in the project will be submitted to City for review.
2. Contractor agrees to be responsible for ensuring that no contract used by any party involved in any way with the project reserves the right to charge City or Contractor for the cost of additional insurance coverage required by this Agreement. Any such provisions are to be deleted with reference to City. It is not the intent of City to reimburse any third party for the cost of complying with these requirements. There shall be no recourse against City for payment of premiums or other amounts with respect thereto.
3. The City reserves the right to withhold payments from the Contractor in the event of material noncompliance with the insurance requirements set forth in this Agreement.

#### F. EVIDENCE OF COVERAGE

Prior to commencement of any Services under this Agreement, Contractor, and each and every subcontractor (of every tier) shall, at its sole cost and expense, purchase and maintain not less than the minimum insurance coverage with the endorsements and deductibles indicated in this Agreement. Such insurance coverage shall be maintained with insurers, and under forms of policies, satisfactory to City and as described in this Agreement. Contractor shall file with the City all certificates and endorsements for the required insurance policies for City's approval as to adequacy of the insurance protection.

#### G. EVIDENCE OF COMPLIANCE

Contractor or its insurance broker shall provide the required proof of insurance compliance, consisting of Insurance Services Office (ISO) endorsement forms or their

equivalent and the ACORD form 25-S certificate of insurance (or its equivalent), evidencing all required coverage shall be delivered to City, or its representative as set forth below, at or prior to execution of this Agreement. Upon City's request, Contractor shall submit to City copies of the actual insurance policies or renewals or replacements. Unless otherwise required by the terms of this Agreement, all certificates, endorsements, coverage verifications and other items required to be delivered to City pursuant to this Agreement shall be mailed to:

EBIX Inc.  
City of Santa Clara—Department of Public Works  
P.O. 12010-S2 or 151 North Lyon Avenue  
Hemet, CA 92546-8010 Hemet, CA 92543

Telephone number: 951-766-2280  
Fax number: 770-325-0409  
Email address: [ctsantaclara@ebix.com](mailto:ctsantaclara@ebix.com)

## H. QUALIFYING INSURERS

All of the insurance companies providing insurance for Contractor shall have, and provide written proof of, an A. M. Best rating of at least A minus 6 (A- VI) or shall be an insurance company of equal financial stability that is approved by the City or its insurance compliance representatives.

## **ATTACHMENT G**

### **Ethical Standards**

#### **ETHICAL STANDARDS FOR CONTRACTORS SEEKING TO ENTER INTO AN AGREEMENT WITH THE CITY OF SANTA CLARA, CALIFORNIA**

##### **Termination of Agreement for Certain Acts.**

- I. The City may, at its sole discretion, terminate this Agreement in the event any one or more of the following occurs:
1. If a Contractor<sup>1</sup> does any of the following:
    - a. Is convicted<sup>2</sup> of operating a business in violation of any Federal, State or local law or regulation;
    - b. Is convicted of a crime punishable as a felony involving dishonesty<sup>3</sup>;
    - c. Is convicted of an offense involving dishonesty or is convicted of fraud or a criminal offense in connection with: (1) obtaining; (2) attempting to obtain; or, (3) performing a public contract or subcontract;
    - d. Is convicted of any offense which indicates a lack of business integrity or business honesty which seriously and directly affects the present responsibility of a City contractor or subcontractor; and/or,
    - e. Made (or makes) any false statement(s) or representation(s) with respect to this Agreement.
  2. If fraudulent, criminal or other seriously improper conduct of any officer, director, shareholder, partner, employee or other individual associated with the Contractor can be imputed to the Contractor when the conduct occurred in connection with the individual's performance of duties for or on behalf of the Contractor, with the Contractor's knowledge, approval or acquiescence, the Contractor's acceptance of

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<sup>1</sup> For purposes of this Agreement, the word "Consultant" (whether a person or a legal entity) also refers to "Contractor" and means any of the following: an owner or co-owner of a sole proprietorship; a person who controls or who has the power to control a business entity; a general partner of a partnership; a principal in a joint venture; or a primary corporate stockholder [i.e., a person who owns more than ten percent (10%) of the outstanding stock of a corporation] and who is active in the day to day operations of that corporation.

<sup>2</sup> For purposes of this Agreement, the words "convicted" or "conviction" means a judgment or conviction of a criminal offense by any court of competent jurisdiction, whether entered upon a verdict or a plea, and includes a conviction entered upon a plea of nolo contendere within the past five (5) years.

<sup>3</sup> As used herein, "dishonesty" includes, but is not limited to, embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, failure to pay tax obligations, receiving stolen property, collusion or conspiracy.



the benefits derived from the conduct shall be evidence of such knowledge, approval or acquiescence.

- J. The City may also terminate this Agreement in the event any one or more of the following occurs:
1. The City determines that Contractor no longer has the financial capability<sup>4</sup> or business experience<sup>5</sup> to perform the terms of, or operate under, this Agreement; or,
  2. If City determines that the Contractor fails to submit information, or submits false information, which is required to perform or be awarded a contract with City, including, but not limited to, Contractor's failure to maintain a required State issued license, failure to obtain a City business license (if applicable) or failure to purchase and maintain bonds and/or insurance policies required under this Agreement.
- K. In the event a prospective Contractor (or bidder) is ruled ineligible (debarred) to participate in a contract award process or a contract is terminated pursuant to these provisions, Contractor may appeal the City action to the Director of Parks and Recreation by filing a written statement of dispute no later than three (3) days after notice of ineligibility with the Director of Parks and Recreation. Director of Parks and Recreation within five (5) days of submittal will determine the matter. Any decision by Director of Parks and Recreation shall be final.

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<sup>4</sup> Contractor becomes insolvent, transfers assets in fraud of creditors, makes an assignment for the benefit of creditors, files a petition under any section or chapter of the federal Bankruptcy Code (11 U.S.C.), as amended, or under any similar law or statute of the United States or any state thereof, is adjudged bankrupt or insolvent in proceedings under such laws, or a receiver or trustee is appointed for all or substantially all of the assets of Contractor.

<sup>5</sup> Loss of personnel deemed essential by the City for the successful performance of the obligations of the Contractor to the City.

**ATTACHMENT H**  
**Affidavit of Compliance with Ethical Standards**

I, \_\_\_\_\_, being first duly sworn, state that I am \_\_\_\_\_ (title or capacity) of \_\_\_\_\_ (entity name) and I hereby state that I have read and understand the language, entitled “Ethical Standards” set forth in Attachment G, and I have the authority to make these representations on my own behalf or on behalf of the legal entity identified herein. I have examined appropriate business records, and made appropriate inquiry of those individuals potentially included within the definition of “Contractor” contained in Ethical Standards, footnote 1.

Based on my review of the appropriate documents and my good-faith review of the necessary inquiry responses, I hereby state that neither the business entity nor any individual(s) belonging to said “Contractor” category [i.e., owner or co-owner of a sole proprietorship, general partner, person who controls or has power to control a business entity, etc.] has been convicted of any one or more of the crimes identified in the Ethical Standards within the past five (5) years.

The above assertions are true and correct and are made under penalty of perjury under the laws of the State of California.

[INSERT NAME OF COMPANY]  
a [insert Corporation, Partnership, etc.]

\_\_\_\_\_  
Signature of Authorized Person or Representative

\_\_\_\_\_  
Title

**NOTARY’S ACKNOWLEDGMENT TO BE ATTACHED**

Please execute the affidavit and attach a notary public’s acknowledgment of execution of the affidavit by the signatory. If the affidavit is on behalf of a corporation, partnership, or other legal entity, the entity’s complete legal name and the title of the person signing on behalf of the legal entity shall appear above. Written evidence of the authority of the person executing this affidavit on behalf of a corporation, partnership, joint venture, or any other legal entity, other than a sole proprietorship, shall be attached.